

ICTAP Technical Assistance: 2013 Review and Request for Input Regarding 2014 Offerings

Presented to the Public Safety Communications Advisory Commission

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Public Safety Interoperable
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Background



- OEC's Interoperable Communications Technical Assistance Program (ICTAP) supports and promotes the ability of emergency responders and government officials to:
 - Communicate in the event of natural disasters, acts of terrorism, or other man-made disasters
 - Accelerate, and attain operable and interoperable emergency communications nationwide
- TA requests are submitted annually by the Public Safety Interoperable Communications Office (PSIC) on behalf of State and local agencies.

Guidance



- 2014 TA Catalog has been sent to our interested parties mailing list and is [available online](#).
- Technical assistance must support identified [SCIP initiatives](#) and identified gaps
- Each State can apply for up to five (5) TAs
- OEC/ICTAP is prioritizing requests in support of the broadband and SCIP goals for multi-state collaboration and preparedness

2013 Technical Assistance



- Arizona received five TA's in 2013:
 - OP-TTX – Coconino County
 - TRG-COMT: NIMS ICS All-Hazards Communications Unit Technician Course (Flagstaff)
 - OP-MCUS: Mobile Communications Unit Support
 - » Concept of Operations Document – Complete
 - » Video SOP Development – Complete
 - ENG-BRDBND: Outreach, planning, and data collection for Broadband – in progress
- In addition, the City of Yuma received assistance through the Border Interoperability Demonstration Project:
 - TIC-FOG: Tactical Interoperable Communications Field Operations Guide Development
 - OP-FE: Communications-Focused Functional Exercise
 - OP-TEPW: Communications-Focused Exercise Workshop
 - SOP-DEV: Standard Operating Procedure (SOP) Development

TA Request Timeline



August 5, 2013: 2013 TA Catalog Released

August 21, 2013: Catalog sent to PSIC Interested Parties List and [posted online](#)

[September 4, 2013](#): SIEC Presentation & Request for Feedback

September 10, 2013: Final Comments due to psic@azpsic.gov

[September 17, 2013](#): **PSCC Presentation & Request for Feedback**

September 23, 2013: Draft TA Request Form submitted to AZDOHS (State SAA) for concurrence

September 27, 2013: Once concurred with by AZDOHS, PSIC submits completed & prioritized FY2013 TA Request to OEC (for 2014 technical assistance)

Facilitated Discussion



- Which assistance requests should be given higher priority?
- Which assistance requests should not be prioritized?
- Which requests could best support your existing 2013-2014 interoperability initiatives?



Technical Assistance Catalog
Department of Homeland Security
Office of Emergency Communications
Version 3.0



Governance is a formalized system that provides a unified approach to decision-making to reflect shared objectives across multiple disciplines and jurisdictions. Strong governance is essential to interoperability because it provides a framework for planning, collaboration and implementation between and among multiple disparate communication systems and stakeholders.

GOVERNANCE



SCIP Governance Initiatives & Potential TAs



- Expand and Implement Interoperable Voice and Data Communications Governance Model and Plan (Initiative #1), including Annual SCIP Update (1.1); Potential TAs include:
 - GOV-PLAN: Follow-up Statewide Planning Workshop (Pg. 10)

SCIP Governance Initiatives & Potential TAs (cont.)



- Develop Regional Communications Governance Structures (Initiative #2), including expanding the use of TICPs and CASM (2.1); Potential TAs include:
 - GOV-ASMT: Assessment of Existing Governance Structures (Pg. 6)
 - GOV-GSM: Development of Governance Structure Models (Pg .9) – Development of Regional Interoperability Committee (RIC)
 - **TIC-FOG: Tactical Interoperable Communications Field Operations Guide Development (Pg. 86) - SIEC, Pinal**
 - **TIC-UPDT: TICP Update Workshop (Pg. 88) - Pinal**
 - RCES-SCMP – Regional Communications Enhancement Support – Strategic Communications Migration Plan (SCMP) (formerly RICP) (Pg. 93)
 - CASM-IMPORT: Data Import/Update (Pg. 99)

SCIP Governance Initiatives & Potential TAs (cont.)



- Implement a Strategy for Supporting National Level Goals Applicable to Regional, State, Local and Tribal Interoperable Communications (Initiative #3); Potential TAs include:
 - TRG-INT: Principles of Interoperability & the NIFOG (Pg. 30)
 - OP-ASMT: Operational Communications Assessments (Pg. 37)
 - BB-BRBND101: Broadband Overview and Education (Pg. 62)
 - BB-BRBNDGOV: Broadband Governance (Pg.63)
 - BB-BRBNDPLAN: Broadband Planning (Pg. 64)



Formal written guidelines or instructions enable emergency responders to successfully coordinate an incident response across disciplines and jurisdictions. Clear and effective SOPs are essential in the development and deployment of any interoperable communications solution.

STANDARD OPERATING PROCEDURES

**Standard
Operating
Procedures**

**Individual
Agency
SOPs**

**Joint SOPs
for Planned Events**

**Joint SOPs
for Emergencies**

**Regional Set of
Communications
SOPs**

**National Incident
Management
System
Integrated SOPs**

SCIP SOP Initiatives & Potential TAs



- Establish a PSP Framework and Implement PSPs, including SOPs, for Statewide Interoperable Communications Solutions (Initiative #4); Potential TAs include:
 - GOV-COMUPLAN: COMU Planning and Policies (Pg. 7)
 - SOP-ASMT: Assessment of Standard Operating Procedure (SOP)/Communications Plans (Pg. 14)
 - **SOP-DEV: Development of Standard Operating Procedures (SOP) / Communications Plans (Pg. 16) - ADEM**
 - OP-MCUS: Mobile Communications Unit Support (Pg. 50)
 - TIC-FOG: Tactical Interoperable Communications Field Operations Guide (TICFOG) Development (Pg. 86)



Technology is a critical tool for improving interoperability, but it is not the sole driver of an optimal solution. Successful implementation of data and voice communications technology is supported by strong governance and is highly dependent on effective collaboration and training among participating agencies and jurisdictions.

TECHNOLOGY

Technology	DATA ELEMENTS	Swap Files	Common Applications	Custom-Interfaced Applications	One-Way Standards-Based Sharing	Two-Way Standards-Based Sharing
	VOICE ELEMENTS	Swap Radios	Gateway	Shared Channels	Proprietary Shared System	Standards-Based Shared System

SCIP Technology Initiatives & Potential TAs



- Enhance & Promote the AIRS Interoperable Communications Solution (Initiative #5); No Potential TAs
- Upgrade the Statewide Microwave Backbone Infrastructure to Digital Technology (Initiative #7); No Potential TAs.
- Sustain the State STR (Initiative #8); Potential TAs include:
 - **OP-STREMAC: Strategic Technology Reserve Emergency Management Assistance Compact (Pg. 55) - ADEM**
- Upgrade Operable Communications Systems for State Agencies in Support of Interoperability (Initiative #9); No Potential TAs.

SCIP Technology Initiatives & Potential TAs (cont.)



- Implement, Enhance and Promote Functional Regional Voice and Data Systems in Support of Interoperable Communications (Initiative #6); Potential TAs include:
 - **OP-ASMT: Operational Communications Assessments (Pg.34)**
 - OP-BKUPCOM: Planning for Backup Communications Options (Pg.38)
 - ENG-AG: Audio Gateway Information and Training (Pg. 69)
 - ENG-DS: Data Systems Interoperability (Pg. 72)
 - ENG-MIG: LMR System Migration (Pg. 74)
 - **ENG-P25W: P25 Land Mobile Radio Workshop (Pg. 78)**
 - **ENG-RP: Radio Programming and Training (Pg. 79)**
 - ENG-SYS: LMR System Analysis (Pg. 83)



Implementing effective training and exercise programs is essential for ensuring that technology actually works as planned and that responders are able to show that they can effectively communicate using that technology.

TRAINING & EXERCISES



SCIP Training Initiatives & Potential TAs



- Develop & Implement a Training Plan to Address Interoperable Communications (Initiative #10); including implement the COML / COMT Training Program (10.4, 10.5); Potential TAs include:

- **TRG-AUXCOMM: Auxiliary Communications Workshop (Pg. 19)**
- **TRG-COML: All-Hazards Communications Unit Leader Course (Pg. 21) - Yuma**
- **TRG-COMT: All-Hazards Communications Unit Technician (COMT) Course (Pg. 25)**
- **TRG-COMT TTT: Communications Unit Technician Train-The-Trainer Course (Pg. 27) - SIEC**

Note: We are planning up to five more COML courses and one more COMT course in 2014 funded by federal grants.

SCIP Exercise Initiatives & Potential TAs



- Develop and Implement a Strategy for Exercises Focused on or Incorporating Interoperable Communications (Initiative #11); Potential TAs include:
 - **OP-COMLEX: All-Hazards Communications Unit Leader Exercise (Pg. 39)**
 - » 9 COMLs / Day
 - **OP-COMMEX: Communications Unit Exercise (Pg. 40) – SIEC, ADEM**
 - » 6 COMLs and 6 COMTs / Day
 - OP-EXDESIGN: Communications–Focused Exercise Design (Pg. 42)
 - OP-EXTTX: Comm-Focused Executive Tabletop Exercise (Pg. 43)
 - OP-TEPW: Training and Exercise Plan (T&EP) Workshop (Pg. 57)
 - OP-TTX: Communications-Focused Tabletop Exercise (TX) (Pg. 59)



Usage refers to how often interoperable communications technologies are used. Local agencies rely on interoperable equipment for day-to-day situations and emergencies. Success in this element is contingent upon progress and interplay among the other four elements on the Interoperability Continuum.

USAGE



SCIP Outreach & Usage Initiatives & Potential TAs & Special Offerings



- Create & Implement Educ. & Outreach Plan (Initiative #12) – No Potential TAs
- Special Offerings; Potential TAs include:
 - SPCL-PRJMGMT: Public Safety Communications Project Management (Pg. 71)
 - SPCL-TRBL: Native American Public Safety Communications Needs (Pg. 72)

Public Feedback



- SIEC Recommendations:

- Statewide TIC-FOG Development
- COMT Train-the-Trainer course
- Communications Unit Exercise

- Specific Agency Requests:

- All-Hazards Communications Unit Leader (COML) Course - Yuma / Southern RAC
- Tactical Interoperable Communications Plan (TICP) Update - Pinal County
- Tactical Interoperable Communications - Field Operators Guide (TIC-FOG) - Pinal County
- SOP Development - State Communications, Alert and Notifications Plan - ADEM
- OP-STREMAC: Strategic Technology Reserve Emergency Management Assistance Compact - ADEM

Public Feedback (cont.)



- TA Options that stakeholders felt would be beneficial:
 - OP-ASMT: Operational Communications Assessments
 - ENG-P25W: P25 Land Mobile Radio Workshop
 - ENG-RP: Radio Programming and Training
 - TRG-AUXCOMM: Auxiliary Communications Workshop
 - OP-COMMEX: Communications Unit Exercise
 - OP-COMLEX: All-Hazards Communications Unit Leader Exercise
- General Public Feedback:
 - Assistance requests for broadband governance, education or planning should be given the lowest priority.
 - Assistance requests that support technology and training initiatives should be given the highest priority.

Discussion



- Which SCIP strategic initiatives should be prioritized?
- Which assistance requests should be given higher priority?
- Which assistance requests should not be prioritized?
- Are there specific gaps that can be addressed utilizing a TA?

Next Steps



September 23, 2013: Draft TA Request Form submitted to AZDOHS (State SAA) for concurrence

September 27, 2013: Once concurred with by AZDOHS, PSIC submits completed & prioritized TA Request to OEC

Initial TA award notifications expected to be received from OEC in early October with follow up awards occurring in 2014.



Thank You!

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